

# STATE TELECOMMUNICATIONS MANAGEMENT MANUAL

State of California Department of Technology Services		Statewide Telecommunications and Network Division
Category: <b>Telecommunications Systems &amp; Services</b>	Chapter Title: <b>Consulting Services</b>	Chapter Number: <b>0707.0</b>
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## ***Statewide Telecommunications and Network Division (STND) Services***

### **INTRODUCTION**

The telecommunications industry is rapidly developing and deploying new technologies that are increasingly sophisticated and complex. Proper utilization and management of these telecommunications technologies requires highly skilled and knowledgeable staff with access to the latest information about the technologies and their applications. Depending on the project, agencies may not have in-house expertise on specific technologies or applications they wish to explore or implement. For this reason, it is sometimes necessary to utilize the services of a telecommunications consultant.

However, telecommunications consultants are expensive and their use must be judiciously managed. Lack of clearly defined statements of work or pertinent information may result in studies and recommendations that are inconsistent with statewide policies, practices and plans.

For this reason, use of telecommunications consultants, no matter how they are obtained, is not delegated and must receive prior approval by the STND before proceeding with the study See ***Chapter 0402.0, Procurement Delegation.***

### ***Availability***

This service is available statewide to state, county, city and other eligible local government entities.

### ***Rates***

Contact CALNET Client Services for telephone and network services information.

## **Ordering Procedures**

Submit requests for consulting services as follows:

- For telephone and data disciplines, submit a STD. 20 form with justification and a statement of work to the Client Service Center. See **Chapter 0799.1, Ordering Voice/Data Network Products, Equipment or Services**.

The STND evaluates requests for consulting services with the agency. If approved, the STND determines the appropriate source for obtaining the consultant, either internal or external, and oversees that the study is in compliance with the SAM and STMM.

## **AGENCY CONSULTANT SUPPORT RESPONSIBILITIES**

At a minimum, an agency is responsible to support the consultant study by:

- Obtaining adequate funding,
- Arranging and scheduling the study with the consultant,
- Directing the consultant during the study,
- Reviewing and approving consultant deliverables,
- Paying consultant invoices, and
- Providing the following support:
  - ♦ information about the agency's telecommunications systems and requirements,
  - ♦ statewide and agency policies and directives that include the SAM and STMM,
  - ♦ agency strategic, tactical and business plans,
  - ♦ other support items (i.e., space, telephone, etc.) as identified in the study, and
  - ♦ copies of consultant deliverables as requested by the STND.

If there are any changes in the scope or resources for an approved consultant study, agencies **must** notify and obtain STND approval prior to proceeding with the work.

***See Chapter 0101.0, DTS-STND Reference Guide, for all DTS-STND contact information referenced within this chapter.***